



GREAT LAKES AVIATION, LTD.

133551

June 25, 2001

Office of Secretary
Department of Transportation
Family Assistance Program
Dockets US DOT
Docket OST 96-1960 - 342
400 7th SW
Room PL 401
Washington, DC 20590

DEPT. OF TRANSPORTATION
DOCKETS

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To Whom It May Concern:

Great Lakes Aviation, Ltd., holder of Air Carrier Certificate GLBA031A, submits it's family assistance plan to comply with the Aviation Disaster Family Assistance Act of 1996 (49 U.S.C. 1136 and 41113). The plan will become effective and operational at 00:01 on July 01, 2001.

The plan has been developed with the assistance and mutual cooperation of FEI Behavioral Health Company of Milwaukee, WI. Great Lakes Aviation is responsible for the Family Assistance Plan with specific tasks in the plan assigned to Great Lakes Aviation and/or FEI Behavioral Health. Documentation of this agreement has been included as attachment B in this written communication. The client list of FEI is included to demonstrate their extensive history and past services in the transportation industry. Should additional information be required, please contact me at my office in Cheyenne, [REDACTED]

Sincerely,

Richard J. Nelson
Chief Operating Officer

Enclosures:

- A) Plan
- B) Agreement Document
- C) Client List

GREAT LAKES AVIATION, LTD FAMILY ASSISTANCE PLAN

Introduction

The Great Lakes Aviation Family Assistance Program has been developed to comply with the Aviation Disaster Family Assistance Act of 1996 (49 U.S.C. 1136 and 41113).

This program is an integral part of a larger effort, which includes the U.S. National Transportation Safety Board (NTSB) and other U.S. governmental entities, to assist survivors, survivor families and victim families (including Great Lakes Aviation employees and/or non-revenue passengers) in the event of an aviation disaster within the United States or US Territories.

Purpose

The purpose of the Great Lakes Aviation Family Assistance Program is as follows:

- Act in the best interests of survivors, survivor families and/or victim families.
- Respond to survivors, survivor families and victim families with sensitivity, dignity and respect.
- Respect and be sensitive to the cultural and religious backgrounds of survivors, survivor families and victim families.
- Meet the needs of survivors, survivor families and victim families for such issues as:
 - timely information regarding the status of the passenger,
 - transportation to and from the location of the accident,
 - lodging and meals while at the accident location,
 - timely information regarding survivor progress,
 - immediate clothing and personal hygiene necessities,
 - medical needs,
 - mental health counseling,
 - assistance with transportation of remains,
 - identification and return of personal effects, and
 - Pastoral support and memorial services.

Great Lakes Aviation will also provide similar services to immediate family members who do not travel to the accident location.

- Provide the same level of assistance listed above for crew members and their families as well as others traveling on a non-revenue basis.
- Provide training to Great Lakes Aviation employees and agents to meet the needs of survivors and family members following an accident.
- Provide mental and emotional support to Great Lakes Aviation employees, especially those asked to work with survivors, survivor families and victim families.

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Upon evaluation, Great Lakes Aviation has identified limited Family Assistance personnel resources available to respond to a crisis. Therefore, Great Lakes Aviation has contracted with the following agencies to provide additional response staff and consultation on Family Assistance.

FEI Behavioral Health (FEI)

FEI has been in operation since 1979 and has a customer base of over 140 companies, including Regional, Domestic and Foreign Air Carriers.

FEI will conform to the Federal Family Assistance Plan for Aviation Disasters as detailed by the NTSB. On behalf of Great Lakes Aviation FEI will:

- Provide Family Assistance Training to Great Lakes Aviation employees and agents to enhance awareness of and sensitivity to the needs of survivors and family members following an accident.

In the event of an accident, FEI will:

- Provide a toll free, publicized number within 60 minutes of notification.
- Activate an inbound call center to screen initial inquiries.
- Provide a second (outbound) call center staffed by behavioral health professionals.
- The outbound call center, referred to as the Family Assistance Center, will respond to family member's inquiries, notify the next of kin, arrange travel and support non-travelling families.
- Provide information to families, as it becomes known.
- Offer continuous updates on notification process.
- Provide family notification before public release.
- Maintain daily contact with non-traveling families.
- Gather and compile data for the airline.
- Make travel arrangements for families, as requested by Great Lakes Aviation.
- Deploy a crisis management team to the on-site Family Assistance Center.
- As requested, assist in establishment of the Joint Family Support Operations Center (JFSOC)
- Provide on site support and consultation to Great Lakes Aviation.
- Coordinate with NTSB, American Red Cross (ARC), Local Authorities, and Great Lakes Aviation.
- Work and coordinate closely with other agencies working on behalf of the airline.
- Provide escort, support, information and assistance to survivors, victims and their families on behalf of the airline.

GREAT LAKES AVIATION FAMILY ASSISTANCE PROGRAM

In coordination with contracted agencies, Great Lakes Aviation has developed detailed policies and procedures for affected station(s) emergency operations, headquarter emergency operations, as well as accident site emergency operations. In the event of an accident, the carrier will:

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[Note: Great Lakes is responsible for the Family Assistance Plan. For clarification, the organization(s) responsible for carrying out or facilitating the task is indicated at the end of each section in parenthesis.]

- (1) Notify the NTSB communications center at (202) 314-6290 immediately upon knowledge of an aircraft accident. **(Great Lakes Aviation)**
 - a) Provide place of occurrence (or general vicinity), number of passengers and crew based on preliminary departure information and number of injured and fatalities (if known). **(Great Lakes Aviation)**
 - b) Provide flight number, origination, connection points and final destination (if known), and whether the flight was domestic or international. **(Great Lakes Aviation)**
 - c) Provide name and telephone number of the person who is in overall charge at the site of the occurrence. **(Great Lakes Aviation)**
 - d) Provide name, telephone number and location of the hotel that has been designated as the JFSOC. **(Great Lakes Aviation)**
 - e) Provide name and telephone number of the person responsible for the passenger manifest. **(Great Lakes Aviation)**
 - f) Provide name and telephone number of the person responsible for family notification. **(Great Lakes Aviation)**
- (2) Provide the public a reliable publicized toll free number with sufficient telephone capacity. **(FEI)**
 - a) When disseminating the toll-free number, Great Lakes Aviation will ask the media to inform the public that only individuals who have a reason to believe a family member or friend is a passenger on the flight should use the number **(Great Lakes Aviation)**
 - b) The media notice will emphasize that initial calls to the airline are to provide a point of contact with the airline, provide basic flight information to the caller, and gather information so the airline may obtain points of contact for each passenger. **(Great Lakes Aviation)**
 - c) The media will be asked to reemphasize the carrier involved, the flight number, airport of origination, intermediate stop(s), and final destination. **(Great Lakes Aviation)**
 - d) The "message" recorded for callers on hold will urge anyone who does not have reason to believe that a family member or friend is a passenger or is unable to provide relevant information on the passenger to please clear the line. The "message" will also restate (1) the carrier involved, (2) the flight number, (3) airport of origination, intermediate stop(s), and final destination. **(FEI)**

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- (3) Provide timely notification to family members of passengers which will consist of continuous updates based upon manifest reconciliation with boarding documents (ticket lifts, ticket readers, final gate check-in name list). Great Lakes Aviation will provide passenger information to family members as it becomes known and will not wait until all names on the check-in manifest are confirmed before notifying individual family members. **Family members will be notified if passenger's name appears on a preliminary name list and informed that confirmation involves reconciling the manifest with the boarding documents collected at the gate.** Once contact is established with family members, it is maintained, regardless of whether additional information becomes available. Personnel are trained in crisis response and techniques to notify a person that a family member may have been involved in a disaster. **(FEI)**
- (4) Provide the NTSB, upon request, the most current reconciled copy of the passenger manifest. Each copy will be numbered or annotated so it can be distinguished from previous copies. **(Great Lakes Aviation)**
- (5) Secure facilities at departure, arrival, and connecting airports where family members may be initially gathering. These facilities will protect them from media and solicitors, as well as provide a place to receive continuous updates on the reconciliation of the passenger manifest and other information on the crash as it becomes available. If at a secured facility, family members will be notified personally and privately by personnel trained in crisis response and death notification that their loved one is on the plane. **(Great Lakes Aviation Station Staff and/or FEI?)**
- (6) Provide logistical support to family members requesting travel to the incident site (or to a hospital location). This includes, but is not limited to, transportation, lodging, meals, security, communications, and incidentals. Great Lakes Aviation will consider the following during selection of a facility: quality of rooms, size of facilities, privacy for family members, relative location to medical examiner's office, temporary morgue, airport operations, crash site, NTSB investigation headquarters, and medical treatment facilities. **(FEI)**
- (7) Inform family members (or family friends/clergy who are with the family) at an appropriate time, as early as possible after being notified, that it is critical they contact their family dentist to obtain dental records and dental x-rays of their loved one. Families will be asked to have the records and x-rays sent via overnight delivery to the address of the hotel where the JFSOC is located to the attention of the Deputy Director, Family Assistance, NTSB. Families will be advised that if they are coming to the site within the next 48 hours, they may arrange to hand carry these documents. **(FEI)**
- (8) Make provisions for a JFSOC to include space, communication and logistical support to assist local and Federal staff. **(FEI)**

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- (9) Make provisions for private areas within the hotel for Department of Health and Human Services, Disaster Mortuary Operations Recovery Team (DMORT) and medical examiner personnel to collect ante mortem information from families at the site. Great Lakes Aviation will also provide quiet space and communications resources for DMORT and medical examiner personnel to telephonically collect ante mortem information from families who decide to stay away from the site. Great Lakes Aviation will reserve 6 to 15 rooms for crisis counseling/DMORT use. **(FEI)**
- (10) Provide necessary information on foreign passengers to DOS representatives to facilitate interaction with appropriate foreign government embassies. **(Great Lakes Aviation and FEI)**
- (11) Provide notification to family members prior to releasing passenger names to the public. Family members will be given appropriate time to notify other family members and friends prior to public release of the victim's name. While it may be necessary for some families to have more than one contact point with the airline, families will be asked to designate one primary contact point for purposes of information sharing among the family. The carrier will not release the victim's name without family consent. **(FEI)**
- (12) Inquire at the time of notification or soon after if family members desire American Red Cross (ARC) crisis assistance or an ARC person to talk to. If family is undecided or say no, they will be asked to inform their airline representative if they should later reconsider. All requests for assistance will be passed to an ARC representative who will designate an ARC staff member in the family member's local area and request they contact the family. **(FEI)**
- (13) Provide the media with continuous updates on the progress of the notification process, to include: providing the number of victims' families notified as of a certain time and the number remaining to be notified. Great Lakes Aviation will continue this process until all victims' families have been notified. **(Great Lakes Aviation)**
- (14) Assist family members as they travel to and from the site by informing flight crews and airport personnel that family members are on particular flights. At departure, connecting, and arrival airports, family members will have airline personnel meet and assist them while on airport grounds. If necessary, Great Lakes Aviation will seek assistance from other carriers who may have a larger presence at the airport. Great Lakes Aviation will assist family members as they depart the accident site and provide a contact person who will continue to be the airline interface with the family after the family returns to their residence. **(Great Lakes Aviation)**
- (15) Provide a contact person to meet family members as they arrive and accompany them at the accident site. A representative will be assigned responsibility for assisting the family while at the site and will continue to be the airline interface with the family until the family returns to their residence. Upon return, a single contact person for all family members may be designated. **(FEI)**

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- (16) Provide a contact person from the airline to maintain daily contact with family members who do not travel to the incident site. **(FEI)**
- (17) Establish a badging system to identify family members. **(Great Lakes Aviation and/or FEI)**
- (18) Establish a joint liaison with ARC at each supporting medical treatment facility to track the status of injured victims and to provide assistance to their families. **(FEI)**
- (19) Develop procedures for the handling of personal effects not being held as evidence for purposes of a criminal or accident investigation. Provisions will be made for unclaimed possessions to be retained for at least 18 months from the date of the crash as required by law. **(VENDOR TBA)**
- (20) Designate an individual who will be the airline's representative to NTSB's Deputy Director of Family Assistance. This individual will travel to various locations, such as accident site, morgue, JFSOC, and family assistance center with the Deputy Director of Family Assistance. The designated individual will have the authority or ready access to those who have sufficient authority to make decisions on behalf of the airline. **(Great Lakes Aviation)**
- (21) Consult with family members about any airline-sponsored monument, including any inscriptions. **(FEI)**
- (22) Provide reasonable reimbursement to the ARC for services to the family, airline, and supporting personnel. **(Great Lakes Aviation)**
- (23) If the crash is declared a crime, coordinate with U.S Department of Justice (DOJ) to arrange meetings with family members to explain their rights under the victims of crime legislation. **(FEI)**
- (24) Provide the same support and treatment of families of non-revenue passengers (and any other persons aboard the aircraft) as for revenue passengers. **(FEI)**
- (25) Participate in daily coordination meetings to review daily activities, resolve problem areas, and to synchronize future family support operations and activities. **(Great Lakes Aviation and FEI)**
- (26) Provide training to Great Lakes Aviation employees and agents to increase awareness of the needs of survivors and family members following an accident. **(FEI)**
- (27) When providing assistance to US Citizens within the United States with respect to an aircraft accident outside the United States involving major loss of life, Great Lakes Aviation will consult with the NTSB and DOS on provision of assistance. **(Great Lakes Aviation)**



FEI BEHAVIORAL HEALTH

11700 West Lake Park Drive • Milwaukee, Wisconsin USA 53224 • [REDACTED]

TO WHOM IT MAY CONCERN:

Effective June 01, 2001, Great Lakes Aviation, LTD (Great Lakes), a domestic air carrier, has entered into a contract with FEI Behavioral Health, for the provision of aviation disaster response and family assistance services. FEI Behavioral Health is contracted to provide the following services on behalf of Great Lakes:

- ◆ Management consultation and training for Great Lakes personnel on aviation disaster and family assistance issues

In the event of an aviation accident or incident, FEI Behavioral Health may be called upon to provide:

- ◆ Inbound Telephone Center and publication of a toll-free inquiry line for friends and family
- ◆ Outbound/Notification Center for notification and communication with families/next-of-kin
- ◆ Family Assistance Representatives to provide escort, support, information and assistance to survivors, survivor families and victim families on behalf of Great Lakes
- ◆ Assistance in establishing the on-site Joint Family Support Operations Center (JFSOC)
- ◆ Crisis support for the employees of Great Lakes

Should you have questions, please feel free to contact me at [REDACTED]

Sincerely,

Dennis J. Crabtree
Director – Aviation Services



CORPORATE CLIENTS

(Crisis Management Customers in BOLD)

6/1/01

Aer Turas
Air Afrique
Air China
Air Transat
Air 2000 Ltd.
Airbus Transport International
Airtours International Airways Ltd.
AirTran Airlines, Inc.
Alaska Airlines
Alitalia
Alliant Foodservice, Inc.
Alpine Engineered Products, Inc.
American Cancer Society, Midwest Division
Analex Corporation
Applera Corporation
Ashland Inc.
ATOFINA Chemicals, Inc.
Balair/CTA Leisure Ltd.
Bausch & Lomb Inc.
Benchmark Hospitality
bigg's
Britannia Airways Ltd.
British Midland BMI
CBS Personnel Services
CHS Cooperatives
CPAC, Inc.
Carlisle Engineered Products, Inc.
Casino Express Airlines
Cathay Pacific Airways Ltd.
Chautauqua Airlines, Inc.
Circuit City Stores/CarMax
Comair, Inc.
Connecticut Department of Social Services
Cooper Electronic Technologies
Cooper Natural Resources Inc.
Corsair
CorVel Corporation
Cub Foods
DANA



CORPORATE CLIENTS

Devon Energy Corporation
Eastman Kodak Company
EgyptAir
Employee Services Network
Family and Employee Services
FirstGroup America Inc.
Forrestal at Princeton
General Motors Corporation
Global Crossing
Goodwill Industries International Inc.
Great American Financial Resources
Great Lakes Aviation Ltd.
Helzberg Diamonds
Horizon Air
ITT Goulds
Inland Paperboard and Packaging, Inc.
Inverness Hotel & Golf Club
JMC Airlines
JetBlue Airways Corporation
KERR-McGEE Corporation
Kimberly-Clark Corporation
Kraft Foods Inc.
Kuwait Airways
LTU Lufttransport Unternehmen
Land O'Lakes, Inc.
Lone Star Industries
Lutheran Services Florida
MTV Networks
Malev Hungarian Airlines
Murriott International
MasterGraphics Inc.
Metromedia Fiber Network Services, Inc.
Miami Air International, Inc.
Midwest Express Airlines
Monarch Airlines Limited
Mutual of America
National Airlines
National Transportation Safety Board
Nextel Communications
Nintendo of America Inc.
NORIT Americas Inc.



CORPORATE CLIENTS

North American Airlines
Northwest Airlines
Omni Air International
Omnigraphics Inc.
Orbital Sciences Corporation
Pan American Airways Corporation
Perkin Elmer Instruments
Philip Morris Management Corporation
Philippine Airlines, Inc.
Philips Electronics North America Corporation
Phycomp USA, Inc.
Planet Airways
PrimeSource Corporation
Professional Staff Leasing Corporation
The Prudential Insurance Company of America
Radiator Specialty
Ropak Corporation
Ryder System, Inc.
Saudi Arabian Airlines
Showtime Networks
Skyservice Airlines Inc.
Skyway Airlines
Snap-on, Inc.
South Burlington School District
Southwestern/Great American Publishing Company
Spirit Airlines, Inc.
Sun Country Airlines
Sunworld International Airlines, Inc.
SUPERVALU Pharmacies, Inc.
TAP Air Portugal
TeamStaff, Inc.
Thermo Finnigan Corporation
Trans States Airlines
U. S. Department of Justice,
Office for Victims of Crime
United Way of America
VWR Scientific Products, Inc.
VARIG Brazilian Airlines
Vopak Canada Ltd.
Vopak USA Inc.
Wella Corporation
John Wiley & Sons, Inc.
Western Connecticut State University



C O R P O R A T E C L I E N T S

Windsor Forestry Tools

Wisconsin Federation of Cooperatives/WCUL

World Airways

Xerox Color Graphics System, Inc.

Xerox Corporation

YES - Linhas Aéreas Charter

Youcentric, Inc